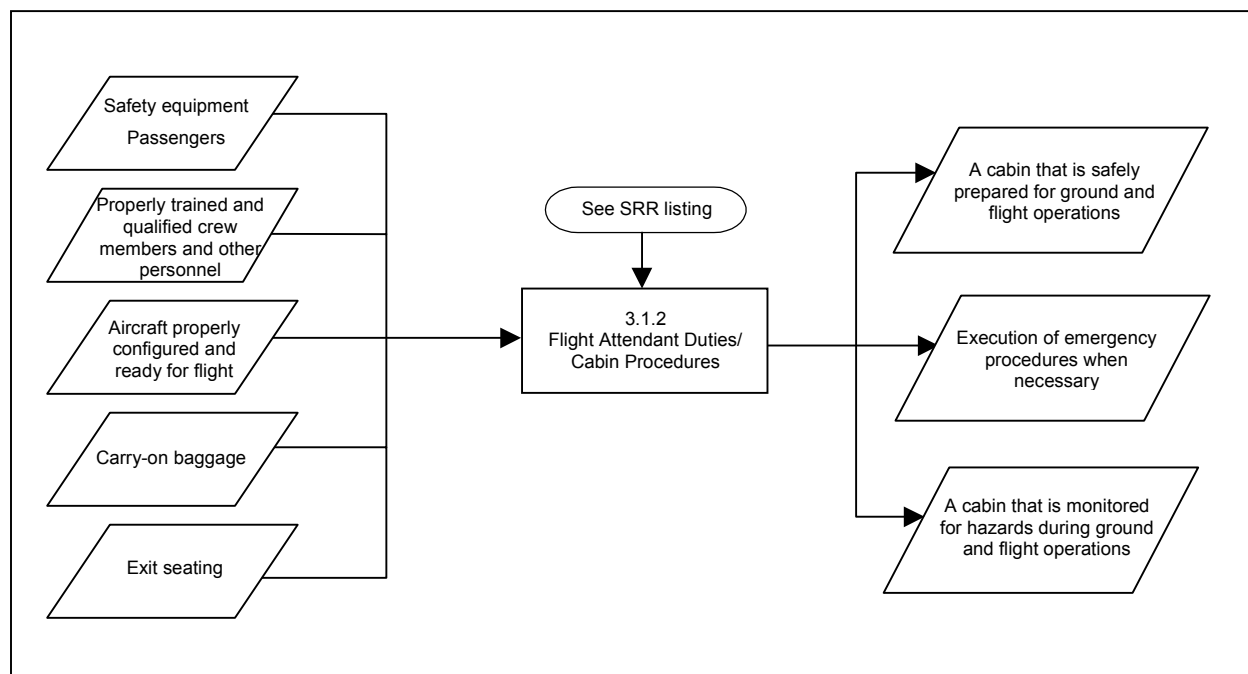


Safety Attribute Inspection (SAI) Job Aid



ELEMENT SUMMARY INFORMATION

Element: 3.1.2 Flight Attendant Duties/Cabin Procedures

Purpose of this Element (Air Carrier's responsibility): To ensure the safety of all cabin occupants during ground and flight operations.

Objective (FAA responsibility): To determine if the Air Carrier adheres to its Flight Attendant Duties/Cabin Procedures and Controls.

Inputs:

- Safety Equipment
- Passengers
- Properly Trained and Qualified Crewmembers and Other Personnel
- Aircraft Properly Configured and Ready for Flight
- Element 3.1.5 Carry-On Baggage
- Element 3.1.6 Exit Seating

Outputs:

- A cabin that is safely prepared for ground and flight operations.
- Execution of emergency procedures when necessary.
- A cabin that is monitored for hazards during ground and flight operations.

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Performance Measures:

- The cabin is prepared for taxi, take-off, and landing in accordance with the air carrier's procedures. [121.577 (a-d), 121.570 (a), 121.573 (a, c, d), 121.576, 121.333 (f), 121.391 (d), 121.571 (a), 121.549 (b)]
- The cabin is monitored in accordance with the air carrier's procedures whenever passengers are on board. [121.391 (a), 121.570 (b), 121.393 (b)]
- The interview and observation of flight attendants indicate that they are competent to execute emergency procedures. [121.333 (f), 121.570 (a), 121.549 (b), 121.573 (a, c, d)]
- When actual in-flight emergency or abnormal conditions occur, flight attendants perform their duties in accordance with the air carrier's procedures.

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SRR:

- 121.333 (d), (f): Supplemental oxygen for emergency descent and for first aid; turbine engine powered airplanes with pressurized cabins.
- 121.391 (a, d): Flight attendants.
- 121.393 (b): Crewmember requirements at stops where passengers remain on board.
- 121.549 (b): Flying equipment.
- 121.570 (a, b): Airplane evacuation capability.
- 121.571 (a): Briefing passengers before takeoff.
- 121.573 (a, c, d): Briefing passengers: Extended overwater operations.
- 121.576: Retention of items of mass in passenger and crew compartments.
- 121.577 (a-e): Stowage of food, beverage, and passenger service equipment during airplane movement on the surface, takeoff, and landing.

Other CFRs and/or FAA Guidance:

- FAA Order 8400.10, Volume 3, Chapter 10, Section 2, Paragraph 1697: Aborted takeoff demonstration plan.
- FAA Order 8400.10, Volume 3, Chapter 10, Section 3, Paragraph 1725: Aborted takeoff pre-demonstration inspection.
- FAA Order 8400.10, Volume 3, Chapter 10, Section 4, Paragraph 1739: Ditching demonstration plan
- FAA Order 8400.10, Volume 3, Chapter 15, Section 6, Figure 3.15.6.1: Preparation of flight attendant manual
- CFR, April 16, 1991, Airplane Cabin Fire Protection
- Refer to appropriate Advisory Circulars.

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SRR SPECIFIC INFORMATION

| SRR | Intent | |
|-------------------|--|--|
| 121.333 (d) | TBD | <i>Certification: Operations and CSI</i> <i>Surveillance: ASI</i> |
| 121.333 (f) | To brief passengers in oxygen use, should the cabin depressurize. | <i>Certification: Operations And CSI</i> <i>Surveillance: ASI</i> |
| 121.391 (a) | To specify the required minimum number of flight attendants. | <i>Certification: Operations And CSI</i> <i>Surveillance: ASI</i> |
| 121.391 (d) | To specify the location of flight attendants during taxi, take-off, and landing. | <i>Certification: Operations And CSI</i> <i>Surveillance: ASI</i> |
| 121.393 (b) | To stipulate conditions under which passengers may remain on an aircraft with less than the required crew. | <i>Certification: Operations And CSI</i> <i>Surveillance: ASI</i> |
| 121.549 (b) | To ensure that every crewmember has a working flashlight available. | <i>Certification: Operations And CSI</i> <i>Surveillance: ASI</i> |
| 121.570 (a) | To ensure that emergency evacuation devices are armed prior to ground movement, take-off, and landing. | <i>Certification: Operations And CSI</i> <i>Surveillance: ASI</i> |
| 121.570 (b) | To ensure that a floor level exit is available any time passengers are on board. | <i>Certification: Operations And CSI</i> <i>Surveillance: ASI</i> |
| 121.571 (a) | To require the operator to orally brief passengers on safety related information pertinent to the flight. | <i>Certification: Operations And CSI</i> <i>Surveillance: ASI</i> |
| 121.573 (a, c, d) | To ensure that passengers are provided with a briefing and demonstration of floatation devices prior to flying over water. | <i>Certification: Operations And CSI</i> <i>Surveillance: ASI</i> |
| 121.576 | To ensure that galley equipment/carts and crew baggage are securely stowed. | <i>Certification: Operations and CSI</i> <i>Surveillance: ASI</i> |

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| | | |
|-----------------------|--|---|
| 121.577 (a, c) | To ensure that possible projectiles are stowed and secured prior to movement on the surface, take-off, or landing. | <i>Certification:</i> Operations and CSI <i>Surveillance:</i> ASI |
| 121.577 (b, d) | To remove obstructions to passenger egress. | <i>Certification:</i> Operations and CSI <i>Surveillance:</i> ASI |
| 121.577 (e) | TBD | <i>Certification:</i> <i>Surveillance:</i> |

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3.1.2 Flight Attendant Duties/Cabin Procedures

SECTION 1 - RESPONSIBILITY ATTRIBUTE

Objective: To determine if there is a clearly identifiable, qualified, and knowledgeable person who is accountable for the quality of the Flight Attendant Duties/Cabin Procedures.

To meet this objective, the inspector will accomplish the following tasks:

1. Identify the person who is responsible for the quality of the Flight Attendant Duties/Cabin Procedures process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Flight Attendant Duties/Cabin Procedures process with the person.

To meet this objective, the inspector will determine and record answers to the following questions:

| | |
|--|---|
| 1. Is there a clearly identifiable person who is answerable for the quality of the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If yes, provide the name: <input type="checkbox"/> NO If no, explain: |
| 2. Does the person understand the procedures associated with the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 3. Does the person understand the controls associated with the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 4. Does the person understand the interfaces associated with the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 5. Does the person understand the process measurements associated with the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 6. Is the responsibility of this position clearly documented in the air carrier's Manual(s)? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 7. Are the qualification standards for this position clearly documented? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 7a Are the qualification standards for this position appropriate for the duties that are assigned? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 8. Does the person meet the qualification standards? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 9. Does the person acknowledge that he/she has responsibility for the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 10. Does the person know who has authority to establish and modify the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |

Safety Attribute Inspection (SAI) Job Aid

3.1.2 Flight Attendant Duties/Cabin Procedures

SECTION 2 – AUTHORITY ATTRIBUTE

Objective: To determine if there is a clearly identifiable, qualified, and knowledgeable person with the authority to establish and modify the Flight Attendant Duties/Cabin Procedures.

To meet this objective, the inspector will accomplish the following tasks:

1. Identify the person who has the authority to establish or modify the Flight Attendant Duties/Cabin Procedures process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Flight Attendant Duties/Cabin Procedures process with the person.

To meet this objective, the inspector will determine and record answers to the following questions:

| | |
|--|---|
| 1. Is there a clearly identifiable person who has authority to establish and modify the air carrier's policies for the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If yes, provide the name: <input type="checkbox"/> NO If no, explain: |
| 2. Does the person understand the procedures associated with the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 3. Does the person understand the controls associated with the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 4. Does the person understand the interfaces associated with the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 5. Does the person understand the process measurements associated with the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 6. Is the authority of this position clearly documented in the air carrier's Manual(s)? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 7. Are the qualification standards for this position clearly documented? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 7a Are the qualification standards for this position appropriate for the duties that are assigned? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 8. Does the person meet the qualification standards? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 9. Does the person acknowledge that he/she has authority for the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 10. Does the individual know who has the responsibility for the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 11. Are the procedures for delegation of authority clearly documented for the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |

Safety Attribute Inspection (SAI) Job Aid

3.1.2 Flight Attendant Duties/Cabin Procedures

SECTION 3 – PROCEDURES ATTRIBUTE

Objective: To determine if the air carrier has documented procedures for accomplishing the Flight Attendant Duties/Cabin Procedures.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Flight Attendant Duties/Cabin Procedures process to ensure that they contain who, what, where, when, and how.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI.
3. Discuss the Flight Attendant Duties/Cabin Procedures process with appropriate personnel to gain an understanding of the procedures.
4. Observe the Flight Attendant Duties/Cabin Procedures process to gain an understanding of the procedures.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Do written procedures exist to achieve the desired result of the Flight Attendant Duties/Cabin Procedures process:

1.1 Do written procedures exist for preflight duties? [SRRs 121.549 (b), 121.576]

☐ YES **If no or N/A, explain:**
☐ NO
☐ N/A

1.2 Do written procedures exist for boarding duties?

☐ YES **If no or N/A, explain:**
☐ NO
☐ N/A

1.3 Do written procedures exist for pre-departure duties?

☐ YES **If no or N/A, explain:**
☐ NO
☐ N/A

1.4 Do written procedures exist for prior to take-off duties?

☐ YES **If no or N/A, explain:**
☐ NO
☐ N/A

1.5 Do written procedures exist for enroute duties?

☐ YES **If no or N/A, explain:**
☐ NO
☐ N/A

1.6 Do written procedures exist for prior to landing duties?

☐ YES **If no or N/A, explain:**
☐ NO
☐ N/A

1.7 Do written procedures exist for arrival duties?

☐ YES **If no or N/A, explain:**
☐ NO
☐ N/A

1.8 Do written procedures exist for duties during intermediate stops?

☐ YES **If no or N/A, explain:**
☐ NO
☐ N/A

Safety Attribute Inspection (SAI) Job Aid

3.1.2 Flight Attendant Duties/Cabin Procedures

SECTION 3 – PROCEDURES ATTRIBUTE

| | |
|--|--|
| 1.9 Do written procedures exist for communications among crewmembers and with passengers? | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 1.10 Do written procedures exist for crew coordination? | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 1.11 Do written procedures exist for emergency duties? | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 1.12 Do written procedures exist for submitting required reports? | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 2. Do the procedures identify: who, what, where, when and how? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 3. Are the procedures in compliance with the CFR(s)? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 4. Do the procedures conform to other written guidance (E.g., Operations Specifications, FAA Orders, Airworthiness Directives, Advisory Circulars, Handbook Bulletins, Directives, and Manufacturer's Recommendations)? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 5. Does the air carrier have the resources to support the written procedures for the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 6. If alternate procedures exist for use during irregular conditions, do they achieve the same desired results as the primary procedures so that an equivalent level of safety is maintained? (E.g., a manual system used as a result of equipment failure). | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A, No alternate procedures exist for this element |
| 7. Are the procedures published in different manuals relating to the Flight Attendant Duties/Cabin Procedures process consistent? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 8. Does the air carrier have a documented method for assessing the impacts of procedural changes to the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |

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3.1.2 Flight Attendant Duties/Cabin Procedures

SECTION 4 – CONTROL ATTRIBUTE

Objective: To determine if checks and restraints are designed into the Flight Attendant Duties/Cabin Procedures to ensure a desired result is achieved.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Flight Attendant Duties/Cabin Procedures process.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI
3. Discuss the Flight Attendant Duties/Cabin Procedures process with appropriate personnel to gain an understanding of the controls.
4. Observe the Flight Attendant Duties/Cabin Procedures process to gain an understanding of the controls.

To meet this objective, the inspector will determine and record answers to the following questions:

- | | |
|---|---|
| 1. Are the following checks and restraints built into the Flight Attendant Duties/Cabin Procedures process: | |
| 1.1 Does the air carrier periodically observe flight attendants in the performance of their duties? | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 1.2 Does the air carrier ensure that the minimum required number of flight attendants are on board, such as: 1) placarding the aircraft, and 2) informing the Pilot in Command of the number of flight attendants on board? [SRR 121.391 (a)] | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 1.3 Does the air carrier ensure that the required numbers of flight attendants are fully qualified? | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 2. Do the checks and restraints ensure the desired result is achieved for the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 3. Does the air carrier have a documented method for assessing the impacts of any changes made to checks and restraints in the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 4. Does the air carrier have the resources to support the checks and restraints for the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |

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3.1.2 Flight Attendant Duties/Cabin Procedures

SECTION 5 - PROCESS MEASUREMENT ATTRIBUTE

Objective: To determine if the air carrier measures and assesses the Flight Attendant Duties/Cabin Procedures, to identify and correct problems or potential problems.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Flight Attendant Duties/Cabin Procedures process.
2. Discuss the Flight Attendant Duties/Cabin Procedures process with appropriate personnel to gain an understanding of the process measures.
3. Observe the Flight Attendant Duties/Cabin Procedures process to gain an understanding of the process measures.

To meet this objective, the inspector will determine and record answers to the following questions:

1. <Deleted>

2. Does the air carrier's Flight Attendant Duties/Cabin Procedures process include the following process measurements?

2.1 Does the air carrier solicit feedback from flight attendants?

☐ YES If no or N/A, explain:
☐ NO
☐ N/A

2.2 Does the air carrier record annual in-flight performance observation (e.g., supervisor observes each flight attendant performing his/her normal duties)?

☐ YES If no or N/A, explain:
☐ NO
☐ N/A

2.3 Does the air carrier record its evaluation of safety-related occurrences in cabin (e.g., passenger injuries, equipment damage)?

☐ YES If no or N/A, explain:
☐ NO
☐ N/A

2.4 Does the air carrier solicit feedback from passengers on safety issues? [Note: Carrier could solicit input from passengers by providing a bulleted list which could include, as follows:]

2.4.1 Unintended opening of an overhead bin?

☐ YES If no or N/A, explain:
☐ NO
☐ N/A

2.4.2 Unsecured movement of food/beverage carts?

☐ YES If no or N/A, explain:
☐ NO
☐ N/A

2.4.3 Baggage in aisle?

☐ YES If no or N/A, explain:
☐ NO
☐ N/A

2.4.4 Blocking of exits?

☐ YES If no or N/A, explain:
☐ NO
☐ N/A

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3.1.2 Flight Attendant Duties/Cabin Procedures

SECTION 5 - PROCESS MEASUREMENT ATTRIBUTE

| | |
|---|---|
| 2.4.5 <i>Passengers out of seat when seatbelt sign is illuminated?</i> | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 3. Does the air carrier document their process measurement methods and results? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 4. Are the air carrier's process measurement methods effective? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 5. Does the air carrier use their process measurement results to improve their programs? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 6. Are the process measurement results accessible to the FAA? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 7. Does the organization that conducts the process measurement have direct access to the person with responsibility for the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 8. Does the air carrier have the resources to support the process measurement for the Flight Attendant Duties/Cabin Procedures process? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |

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3.1.2 Flight Attendant Duties/Cabin Procedures

SECTION 6 – INTERFACES ATTRIBUTE

Objective: To determine if the air carrier identifies and manages the interactions between the Flight Attendant Duties/Cabin Procedures and the other element processes within the air carrier organization.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Flight Attendant Duties/Cabin Procedures process.
2. Discuss the Flight Attendant Duties/Cabin Procedures process with appropriate personnel to gain an understanding of the interfaces.
3. Observe the Flight Attendant Duties/Cabin Procedures process to gain an understanding of the interfaces.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Are the following interfaces identified for the Flight Attendant Duties/Cabin Procedures process:

| | |
|---|---|
| 1.1 Passenger Handling (Element 3.1.1) | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 1.2 Carry-On Baggage (Element 3.1.5) | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 1.3 Exit Seating (Element 3.1.6) | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 1.4 Carriage of Cargo (Element 3.1.8) | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 1.5 Training of Flight Crewmembers (Element 4.2.3) | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 1.6 Training of Flight Attendants (Element 4.2.4) | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 1.7 Station Facilities (Element 5.1.5) | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 1.8 Flight Attendant Duty/Rest Time (Element 6.1.3) | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 1.9 Safety Program (Element 7.2.1) | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |

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3.1.2 Flight Attendant Duties/Cabin Procedures

SECTION 6 – INTERFACES ATTRIBUTE

| | |
|---|---|
| 1.10 Flight Crew | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 1.11 Operations Specifications | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 1.12 Manual Currency (Element 2.1.1) | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 1.13 Content Consistency Across Manuals (Element 2.1.2) | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 1.14 (Manual) Distribution (Element 2.1.3) | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 1.15 (Manual) Availability (Element 2.1.4) | <input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A |
| 2. List any additional interfaces identified: | |
| 3. Are there written procedures for the use of air carrier personnel in the application of these interfaces? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 4. Are there controls to ensure that interfaces occur? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |
| 5. Are the interfaces between the Flight Attendant Duties/Cabin Procedures process and other processes treated consistently in the Manual(s)? | <input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO |